

KEY NEWS



Annual  
Report  
special



# DEMENTIA SCHEME OPENING

The first specialist dementia care scheme in the region opened its doors in September, and we held a big celebration event.

## MyMove launches

Check out a new way of getting a home with us.

## Influencing improvements

Making it easier for you when using our services.

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### Here to help

Dave has received support which has proven to be a turning point in his life.

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### A new approach

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Building Better Opportunities will support up to 90 more unemployed people.

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111 properties close to Lincoln city centre are just some of our new homes.

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### Introducing MyMove

Our new lettings platform has launched and is an easy system to use.

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### Your achievements

A tenant has recently won a medal at the Paralympic Games.

**Contact  
us**

Online



[ongo.co.uk](https://ongo.co.uk)  
[enquiries@ongo.co.uk](mailto:enquiries@ongo.co.uk)  
 **OngoHomes**  
 **@ongoUK**

Call us



**01724 279900**

We record all calls for training and research purposes



# Issue

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### A brighter future

Read about Tracey's successes and the development of her own business.

My Home



Log in or register at:  
**myhome.ongo.co.uk**

Or to download the app, search  
'Ongo My Home' in your app store

WhatsApp



# A message from Chief Exec Steve

## Welcome

to the first edition of the newly designed Key News, as chosen by you. This is an Annual Report special focusing on our 2020/21 performance, looking at what we achieved but more importantly how we can improve.



You helped to influence this Annual Report.

**Check it out:**



At the start of the first lockdown, we contacted our most vulnerable tenants to see if they needed help. I was really proud that we were able to offer this support - my other highlights from 2020/21 include:

**Delivering 10,557 food parcels, 28,979 phone calls and 300 counselling sessions to people most in need**

**Keeping you and our staff safe, and offering essential services**

**Celebrating the completion of our 10,000th home**

**Investing in local causes and communities through our Community Grants and the Safer Streets project**

Though the last year was very difficult, it also showed how supportive and caring that you and your communities are.

So I would like to personally thank you all - there's more examples throughout this edition, so I hope you enjoy reading.

### Did you know?

Dine & Dance is back! This is a free event for tenants over 55 to enjoy a two-course meal, spend time with friends and sing along to some festive music. It will take place on Wednesday 1 December between 12.30pm - 4pm, call us on 01724 279900 to book your place.



# Here to help

**Objective:**  
To be a great landlord

**1,833**

tenants were  
supported in  
2020/21

**87%**

of anti-social behaviour  
cases were resolved due  
to early intervention

**£1,004,487**

of additional income  
was generated for  
tenants in 2020/21



**Check out these stats in action by reading  
Dave's story...**

Less than a year ago, Dave had high rent arrears, was struggling with the condition of his home, plus there were some safeguarding and domestic abuse concerns. The fear and anxiety was impacting on his health, leaving him in a very dark place.

Now he is paying his bills on time and in full, and he continues to improve where he lives. From regularly breaking down and being very upset before the support, to now having more confidence and leading a much happier life.

Dave credits this turnaround to the support he has had from us and other services.

He said: "The support from Sunita and Jo brought me back from wanting to end my life. I couldn't see any way out before, but they have been like a pair of guardian angels and deserve the highest recognition for what they've done for me."




//

**I can now  
hold my head  
up high and  
be proud of  
who I am.** //

Scan the **QR code** to find out  
more about how Dave's life  
has turned around:



We offer a range of support for anybody who may be struggling or wanting some help:

 [ongo.co.uk](https://ongo.co.uk)  
 [OngoHomes](https://www.facebook.com/OngoHomes)  
 [@ongoUK](https://twitter.com/ongoUK)

# Improving your experience

We have a new Customer Services directorate aimed at providing a clearer journey for you when contacting us.

This will support our three strategies: to be a great landlord, to offer quality homes and to create opportunities.

## Aims

- ✓ To use resources in the most effective way so we can meet your needs
- ✓ Ensure a right first time response so you achieve quick resolution for any query
- ✓ To be easy to do business with

## Objectives

- ✓ Bring everything related to your tenancy together so that you're always dealing with one team
- ✓ Make more decisions that will help you at the first point of contact
- ✓ Empower you and help give you greater responsibility

## How will this help me?

- ✓ Enable you to access the right services, support and opportunities
- ✓ Be a part of creating and living within a truly vibrant community
- ✓ Ensure that you're at the heart of the customer journey



Head to: **ongo.co.uk** to find out more about this new approach.



# Want to get into work?

**Extra funding has been given to continue two employment support projects until March 2023.**

Our Building Better Opportunities MOVE (Lincs) and BBO Humber projects support people who are unemployed into work.

We provide one-to-one support in a range of areas – developing basic skills, confidence building, work experience, training opportunities, interview techniques and much more. The funding will allow us to support a further 90 people – people like Sarah who has recently gained full-time work after support from BBO.

She said: “I moved to the local area after suffering domestic violence, and that had really impacted on my confidence and future aspirations.

“However, everything soon changed. I did a range of training to increase my skills, and each session was made personal to me which helped to improve my self-belief.

“Before I knew it, this job opportunity came up and it’s perfect.”

**// None of this would have been possible without the support, and I now feel like my life can begin again. //**

**Objective:**  
**To create opportunities**

**£572,377**

**invested into community/  
creating opportunities  
projects in 2020/21**

**671**

**people accessed  
employment  
support through  
our Ongo Journey  
to Work**

**122**

**young people engaged  
in one-to-one  
mentoring**



View our monthly performance reports at [ongo.co.uk](https://ongo.co.uk) or contact us to request a copy.



Are you unemployed and want to get into work?  
Email: [employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk)  
or contact us on **01724 844848**



# Celebration time

**We have recently completed and officially opened the first specialist dementia care scheme in our area.**

Myos House, located on Warwick Road in Scunthorpe, will enable residents to receive support and live with their families, avoiding the unsettling move to residential care.

The development is made up of 25 two-bedroom apartments and a communal area for residents. It has dementia-friendly features throughout including decoration, furniture, assistive technology and 24 hour on-site care and support provision.

More than £3million of funding was provided by us for Myos House, with an extra £1million from Homes England and approximately £300,000 from North Lincolnshire Council.

Sharon Ross, a family member who has moved into the scheme, said: "This is going to help families as those with dementia will be able to experience activities, mix with others and have people who they can relate to."

**// It's nice to know that there are people here that can be on hand at any time, so now when I'm working I don't have to worry. //**

We hosted the official opening ceremony at the start of September to celebrate. Nine-year-old Jessie Stocks cut the ribbon after winning the competition to name the scheme.







Scan the **QR code** for a full tour of Myos House:



**“ I think this is a fantastic, lovely and peaceful place Ongo has created. ”**

Sharon, family member of a resident



# A day in the life of... Barrie

**Our new Sustainability & Carbon Reduction Manager.**

## What does your role involve?

To make Ongo more sustainable and reduce our carbon output. This covers the energy we use, our fuel consumption, and making our homes as carbon neutral as possible.

## Can you explain about our environmental focus?

**We are aiming to reach net zero carbon emissions by 2050.** This doesn't mean no carbon emissions at all - instead, it's about balancing it out.

It won't be an overnight fix, but it's something that we all have a part to play in.

## What work will take place?

One main thing is that we are looking to plant 2,000 trees.

We're also considering letting land grow to meadow. This will increase bio-diversity and bring in more wildlife. Furthermore, we're looking to electrify our fleet of vehicles in the future.

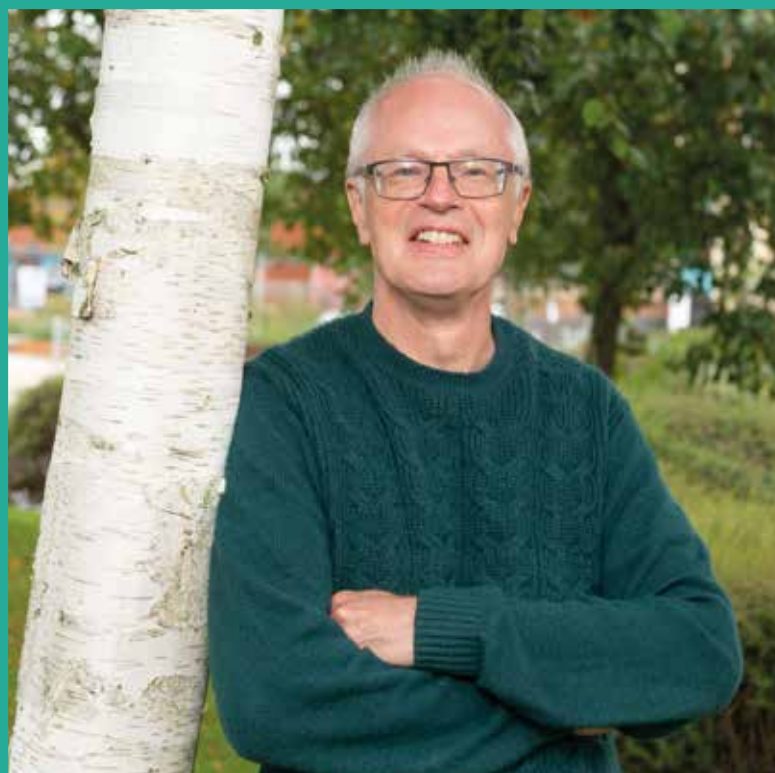
## How can readers get involved?

By working together – not just with us but with your family, friends and neighbours too. You can help influence and be a part of environmental change that will have positive benefits for generations to come.

One way to do this is by becoming an Environmental Champion. To be eligible you need to live in one of our homes and want to help your community become an even better place to live.

Check out more at:

[ongo.co.uk/customerengagement](https://ongo.co.uk/customerengagement)



**Barrie Billingham**



**Our Ongo allotment**

Scan the **QR code** to  
hear more from Barrie:



**Your printed Key News is  
environmentally friendly by using  
paper from responsible sources.**



# A helping hand

Do you need support with jobs such as cleaning, decorating and garden work? If so, then look no further than Handyvan.

This brand new business gives you support with any tasks that you're not able to do at home. It covers the whole North Lincolnshire area at cheap and affordable rates.

The service will give individuals vital experience and knowledge for when they wish to set up their own business one day. We have provided the funding along with mentoring and self-employment support through our Sparc project.

Find out how we can make your business dream a reality:



**Objective:**  
To create opportunities

**162**

people supported to gain sustainable employment in 2020/21

**27**

people helped to get an apprenticeship in 2020/21



Find out more about Handyvan, or get a free quote, by calling: **07500 077 827**

# New

## Our new homes in Lincoln

We are now the proud landlord of 111 homes in a new-build neighbourhood near Lincoln city centre.

A London based landlord, Metropolitan Thames Valley, was seeking bids from other housing associations to take over the properties. From a range of interest, we were selected due to our high levels of tenant satisfaction.

Included in the development are shared ownership and leasehold homes, and they officially transferred to us at the end of September.

### Welcome to our new tenants!

## Bungalows completed

Eight homes have been built adjacent to Trent View House in Scunthorpe.

The two-bedroom bungalows all feature wet rooms, level access, their own garden, plus super-fast broadband installed. They have been funded by Homes England.

**// The space that these bungalows are built on was run down, so it's nice to transform this and offer a new opportunity for eight families. //**

Amy Schoenmaker, Development Project Manager

## Next step in regeneration

A project featuring 11 homes is about to start on Rowland Road in Scunthorpe.

This is another part of the transformation work that has taken place in recent years. Seven of the homes will be for affordable rent, with the remaining four part of the Rent to Buy scheme. They will be a mixture of two and three-bed properties.

Keep updated with all our new homes by visiting:

**[ongo.co.uk/developments](https://ongo.co.uk/developments)**

# Homes

Featuring Lincoln city centre





# es

**82.27%**

of tenants were satisfied with their neighbourhood as a place to live

**92.07%**

of tenants were satisfied with the quality of their home

**£5,954k**

was invested into our existing homes in 2020/21 (up from £5,350k in 2019/20)



# A new way of getting a home

## We've officially launched our new online lettings platform, MyMove.

We will advertise up to **50%** of our homes on MyMove, with the remainder available on the local choice-based lettings scheme in place.

Housing need will still be the main factor when considering applicants on the platform, but a range of other factors will also be taken into account.

MyMove will allow you to search available homes based on your needs, bid for suitable properties, fill out applications and register for alerts.

Did you know? Our main tenant group, **Community Voice**, influenced the proposals for the platform and then approved it at their **July meeting**. Wider consultation was carried out with tenants, applicants for housing, staff and partner agencies.

**MyMove will provide a quicker, fairer and more inclusive way of getting a home with us.**

Find out more:



Make sure to check out:  
[ongo.co.uk/mymove](https://ongo.co.uk/mymove)



# Your achievements

## Paralympian medallist

One of our tenants became wheelchair bound and was on the verge of giving up on her archery dreams. Now, Victoria is the owner of a bronze medal after achieving third place at the recent Paralympic Games held in Tokyo, Japan.

She explained: "To qualify for my first Paralympic Games, and to be able to represent my country and town (Kirton in Lindsey), was special enough but to win a medal made it even more memorable. Knowing I'd made so many people proud was the best feeling, and the whole experience was very surreal and amazing.

"It just shows that, even when you feel like everything is against you, good things are never far away."

**// No matter what – never give up on your dreams. //**

Check out Victoria's story in full by scanning the **QR code**:



## Award winners

Two tenants have won an award for their hanging baskets.

Jason and Jenny received the annual award from Brigg Town Council, part of their hard work to help brighten the community garden which includes planting seasonal flowers and growing vegetables for fellow residents.

Jason said: "I was really happy when I found out we'd won. I have autism so gardening brings me peace and happiness - being able to help my neighbours and putting a smile on their faces makes it all worthwhile too."



**A huge congratulations to Victoria, Jason and Jenny on their achievements!**



# Did someone say

# *Pasta?*



**We have teamed up with a local company, Helpful Hampers, for some cheap and easy recipes for all the family.**

**Check out [@HelpfulHampersNorthLincs](#) on Facebook for more budget recipes.**



# Easy peasy sausage pasta

Feeds  
a family  
of 5 for  
**£1.50**

## What will I need?

- 1 bell pepper
- 400g chopped tomatoes
- Penne pasta
- 100g frozen peas
- 1 chicken stock cube
- 2 tablespoons of oil
- 1 brown onion
- 4 sausages
- 5 mushrooms

## Yummy! How can I make it?

1. Add the oil to a large wide-based pan over medium - high heat.
2. Chop up your sausages into slices and add to the pan, stirring gradually until sausages are brown and cooked through. Remove sausages from the pan without draining the oil and keep to one side for later.
3. Dice your pepper, onion and mushrooms and add to the hot oil. Fry the veg until they begin to soften, then pour in your tin of chopped tomatoes.
4. Boil a kettle, dissolve your stock cube in a small amount of boiled water and pour this into your pan. At this point start cooking your penne pasta in a separate pan of salted water according to the packet instructions.
5. Allow the sauce to start bubbling before adding in your cooked chopped sausages and frozen peas. Allow to simmer on a very low heat for a further 10 minutes.
6. Once your pasta is cooked, drain it and add to your sauce.
7. Plate up and enjoy!



**TOP TIP:** If your child prefers a smooth textured sauce, hide the veg even more by blending using a hand blender.



**We'd love to hear your  
favourite recipes to include  
in future editions.**



# Involved with



Meet the new Officers of Community Voice.

Introducing Avril (Chair), Colin (Vice-Chair) and Jill (Treasurer).

## What are the best things about Community Voice?

**Avril:** Giving tenants a voice and being able to decide on all operational customer-facing matters for the betterment of all residents.

**Colin:** Finding out what's happening within Ongo, influencing improvements and being part of a change. You also get to meet different residents and make new friends.

**Jill:** Having the chance to learn, find out information, ask questions, attend training and conferences, meet like-minded people and ultimately make a difference.

## Why should others get involved and be a part of change?

**Avril:** We as residents and Ongo as our landlord need to work together. We both need each other and one simply would not work effectively without the other - we can only truly achieve in partnership.

**Colin:** Because this group is for you, and your opinion matters. You can have a vote and decision in the homes provided to us, the communities we all live in and the services which we receive.

**Jill:** We're not just listened to - what we do is acted upon as well. We can support you and you can support other residents by deciding on how Ongo operates.



Photo from left to right:  
Colin, Avril & Jill

Check  
out the  
group's new logo  
as decided by the  
Officers and  
members





# Ongo

## Being a part of digital improvements

Our Digital Tenants group held their latest feedback session in August.

Their suggestions included:

- Being able to see where you are in the bid queue on MyMove, and having a section where you can upload documents
- Increasing our social media promotion and making it more personalised
- Adding a search bar for repairs on My Home

All the feedback has been collated into an action plan and will be used as part of upcoming improvement work.



## Joint tenant workshop

Two tenant groups, Tenant Inspectors and the Property Services Panel, recently took part in a workshop on damp, condensation and mould.

They discussed the importance of helping residents and staff to spot the common signs, providing more information on how to prevent it and encouraging any such issues to be reported straight away.

Visit [ongoco.uk](https://ongoco.uk) to find out more.

These are just some examples of the opportunities there are for you to get your views heard and to influence decisions.



Want to be a part of improving yours and fellow residents' lives, influencing change and learning new skills?

Scan the **QR code**:



# A brighter future

## **Tracey is the perfect example of doing great things in the face of adversity.**

She has physical and learning disabilities, emotional struggles, a mental disorder, anxiety and past trauma.

Tracey has undergone counselling and confidence building through our mental health project, Ongo Talk, and has also received qualifications in areas such as First Aid and Health & Safety. Also, she is receiving support to achieve her lifelong ambition – to set up her own dog training business.

Tracey said: “The support from Ongo has allowed me to do the relevant online training, courses and exams, and they’ve helped me with registering the business and setting up a social media page.

“Kim and Barry (Ongo Talk) have been particularly great in making suggestions and helping to enhance my skills, but allowing me to show my own initiative too.”

She explained: “At the start I couldn’t make eye contact with anybody, my self-belief was very low and everything used to overwhelm me.

“Though I still have some struggles, they’re nothing compared to before. If it hadn’t have been for the support, then I wouldn’t have had the confidence to do any of this.”

## **This represents a remarkable change in Tracey from when she first began to get support.**

Scan the **QR code** to find out more about how Ongo Talk can improve your outlook on life:







**// This support  
has allowed me  
to manage my  
emotions and  
control my own  
future without  
any outside  
influence.**

**//**

**// I feel like myself  
again - something  
that I haven't felt  
for a long time. //**

# Wordsearch



Mr and Mrs Ongo Bear are excited for the next few months!

Can you help to remind them what they've got to look forward to?  
Spot the following words...

Q	E	R	D	E	F	I	R	E	W	O	R	K	S	Z
M	T	O	F	F	E	E	A	P	P	L	E	S	V	G
A	I	W	A	K	L	R	F	K	K	R	X	S	C	N
R	S	P	A	R	K	L	E	R	S	D	C	F	B	O
S	G	H	O	S	T	S	T	O	R	I	E	S	X	Z
H	O	J	B	A	P	F	Y	B	L	A	O	R	E	B
M	X	V	U	J	S	A	N	T	A	C	L	A	U	S
A	R	P	X	H	I	Z	A	E	E	I	X	U	Q	C
L	N	D	C	O	S	T	U	M	E	S	F	J	B	A
L	E	W	T	Y	H	E	Q	B	F	W	B	A	Z	R
O	M	S	T	N	E	S	E	R	P	J	W	W	Q	O
W	W	H	J	N	Z	K	U	M	M	L	F	V	X	L
S	O	E	K	W	G	S	N	I	K	P	M	U	P	S
A	N	T	A	E	R	T	R	O	K	C	I	R	T	K
B	S	Q	W	J	P	I	P	E	Y	C	R	Q	J	Z

PUMPKINS

COSTUMES

FIREWORKS

SPARKLERS

PRESENTS

CAROLS

TRICK OR TREAT

GHOST STORIES

TOFFEE APPLES

MARSHMALLOWS

SANTA CLAUS

SNOWMEN

We want to hear what you think about this edition of Key News, or if you have a great story to tell us.

Scan the **QR code** to be taken to the online survey  
- you could be in with a chance of winning a £30 shopping voucher:





# Your top ten... *Restaurants*

In this new regular feature, we will be asking for your recommendations on different topics.  
This time it's your favourite places to eat in the local area...

## **The Black Horse**

**Where?** Cottingham, HU20 3US

**Type of food?** Restaurant food

## **Greek Kitchen**

**Where?** Scunthorpe, DN15 6NE

**Type of food?** Greek

## **The Reindeer Inn**

**Where?** Sandtoft, DN8 5SZ

**Type of food?** Restaurant food

## **Harrison's Hideaway Café**

**Where?** Brigg, DN20 8PD

**Type of food?** Traditional

## **Zizzi**

**Where?** Hull, Lincoln and York are nearest

**Type of food?** Italian

## **The Shires**

**Where?** Kirton Lindsey, DN21 4JL

**Type of food?** Restaurant food

## **Chao Baan**

**Where?** Barton, DN18 5PD

**Type of food?** Thai

## **Winteringham Fields**

**Where?** Winteringham, DN15 9ND

**Type of food?** Restaurant food

## **Estabulo Rodizo**

**Where?** Doncaster, York and Beverley are nearest

**Type of food?** Brazilian

## **The Gourmet**

**Where?** Ashby, DN16 2SD

**Type of food?** Indian

Keep a lookout on our social media channels for the next top ten we want your thoughts on:



# Discount corner

**FREE cake bar with any hot drink purchase\***



(The Arcafe, Lichfield Avenue, Scunthorpe, DN17 1QL)

Call 01724 298818 or visit [facebook.com/TheArcWestcliff](https://facebook.com/TheArcWestcliff) for opening times.

(valid until 19/11/21)



**HALF PRICE on breakfast \***



(The Viking Centre café, Fairfield Drive, Barton, DN18 6DX)

Open Thursdays 10am – 1pm, call 07717 736162 for further details.

(valid until 05/11/21)



\*T&C's apply, please visit [ongo.co.uk](https://ongo.co.uk) for full details.

If you would like Key News in another language, call 01724 279900.

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900

Jei norėtumėte šio lapelio, savo kalbą, susisiekitė su mumis 01724 279900

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniet mums uz 01724 279900

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 উপর কল

如果您想本小册子在你的语言, 请致电 01724 279900

Keep up to date with our latest news:

 [ongo.co.uk](https://ongo.co.uk)  
 [OngoHomes](https://facebook.com/OngoHomes)  
 [@ongoUK](https://twitter.com/ongoUK)



Leaders  
in Diversity  
Award

